## Session 12



## What's on the Web?

## Jennifer Douglas

Federal Student Aid

### Russell Judd

**Great Lakes Higher Education Corporation** 



## **Objectives for this Session**

## Discuss the best-of-the web financial aidrelated resources for students and parents

- Learn about new web sites
- Differentiate between them
- Get new ideas for improving your work processes while also helping students!



## Why the Web?

- Students and parents have high expectations for fast, accurate and easy access to information and services.
- Schools want to be able to provide students with web resources that assist students when planning, saving for & attending school.
- FSA and the FFEL community want to streamline service to students and their parents to make data move faster, with greater accuracy and with less reliance upon expensive paper form processes.



## Student Aid on the Web

www.studentaid.ed.gov

Search FSA

Graduate School

College

Parent

Counselor

Bookmark This

Site Now

Over 17 million visits during FY2004

89% of visitors say they would recommend site to others

FOSE Showcase of Excellence Award Winner



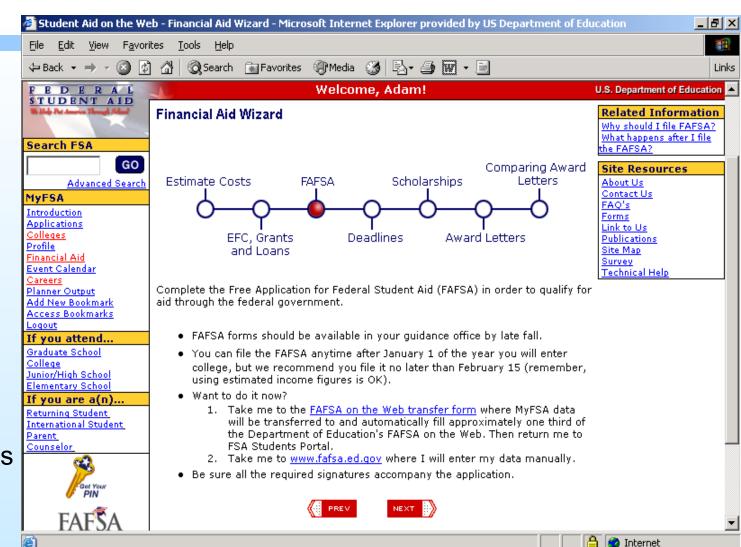


## **Student Aid on the Web**

www.studentaid.ed.gov

Data from a user's MyFSA profile can be 'pre-populated' into FAFSA on the Web, which:

- Saves Time
- Reduces Errors
- LowersProcessing Costs





## **Student Aid on the Web**

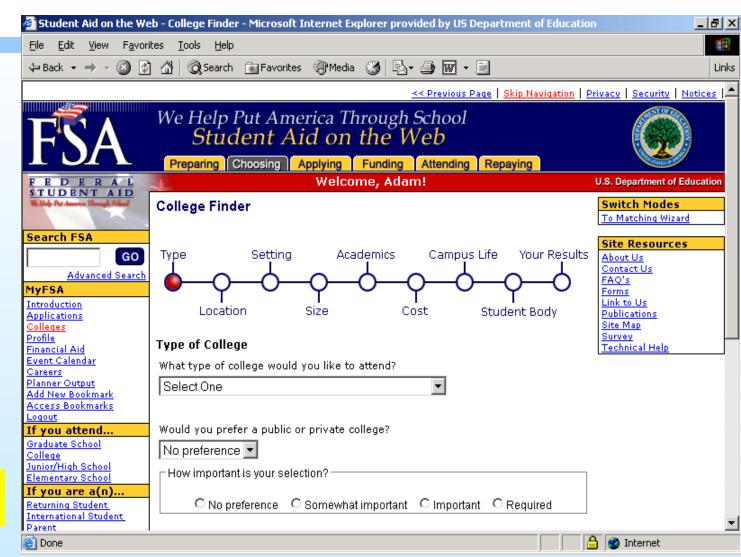
www.studentaid.ed.gov

The college search is free and easy to use for students and parents

Is your school in the SAOTW database?

Read Dear Colleague Letter: GFN-03-11

Email: Studentaid@xap.com







### The SmartStudent Guide

Site Map

About FinAid



Discover scholarships that match your profile! (But beware of scholarship scams.)

**C** Loans

Don't know a PLUS from a Perkins? Look here for the right loan for you.

**Savings** 

Prepaid tuition and section 529 plans. Which is the best way to save?

Military Aid

From ROTC to aid for veterans, find a job and money for your future. Other Types of Aid

Find everything from grants to grad school funds and tax benefits.

**Financial Aid Applications** 

Paperwork demystified -- find forms and instructions here.

**Answering Your Questions** 

'Ask the Aid Advisor' for personalized help.

Calculators

These tools will tell you how much money you need.

**Beyond Financial Aid** 

Get online info about testing, college admissions and jobs. • Need money for college?

Use FastWeb's

Free Scholarship Search

> to find all the awards for which you qualify.

"As precious as knowledge itself is the learning. As precious as any reward is the earning." - John Gray

Students

Parents

FAAs/Educators

SEARCH





#### Trust Funds

Net Present Value Calculator

#### **Needs Analysis**

- Expected Family Contribution (EFC) and Financial Aid or Streamlined EFC Calculator
- · Dependency Status Form
- Quick EFC Approximation Calculator (not EFC)
- Quick EFC Approximation Chart (not EFC)
- Federal Housing Index

#### Loans

- . Loan Payment Calculator (Standard and Extended Repayment)
- · Income Contingent Repayment Loan Payment Calculator
- Graduated Repayment Loan Payment Calculator
- Student Loan Advisor Undergraduate Students
- Student Loan Advisor Master's Students
- · Student Loan Advisor Doctoral Students
- Parent Loan Advisor
- Loan Analyzer
- Loan Comparison
- Cost of Interest Capitalization
- Loan Discounts

- Graduated Repayment Loan Payment Calculator
- Student Loan Advisor Undergraduate Students
- Student Loan Advisor Master's Students
- . Student Loan Advisor Doctoral Students
- Parent Loan Advisor
- Loan Analyzer
- Loan Comparison
- . Cost of Interest Capitalization
- Loan Discounts
- Loan Interest Rate Inverter
- Loan Term Inverter

#### Budaetina

- Student Budget Calculator
- Family Budget Analyzer

#### Insurance

Life Insurance Needs

Privacy guarantee: None of the information you enter in these calculators will be saved, and no record of your sessions will be stored anywhere.

Home | Loans | Scholarships | Savings | Milltarv Aid | Other Types of Aid | Financial Aid Applications
Answering Your Questions | Calculators | Beyond Financial Aid | Site Map | About FinAid®



**FastWeb** 

mon

### Welcome to the FastWeb Scholarship Search!

Start your scholarship search by creating a customized profile.

Email address Example: joe_student20@hotmail.com required				
Password 6 to 20 characters Re-enter password required				
Student date of birth  Nearly 3,000 scholarships in  FastWeb have age requirements.  Complete this question to qualify.  required	Month	▼ Day ▼	Year ▼	

FastWeb is able to offer its free services, in part, based on the willingness of our users to be reached by colleges or our marketing partners. By checking YES below, FastWeb may make the information you supply available to colleges and leading companies so you'll receive free information on college financing and admissions, offers and promotions designed just for students, coupons from campus bookstores, freebies and more. See FastWeb's privacy policy.

Free services for users willing to share their email address with colleges or FinAid 'marketing

partners'





## The SmartStudent Guide to Financial Aid



Site Map About FinAid

- Loans
- Scholarships
- Savings
- Military Aid

Other Types of Aid

Financial Aid Applications

**Answering Your Questions** 

Calculators

Beyond Financial Aid

SEARCH

#### **Answering Your Questions**

Financial aid can be confusing sometimes. These pages will help you understand the issues and make smarter decisions:

- Have a question? You're probably not the first person to ask.
   Read these <u>Frequently Asked Questions</u> (FAQs) about Financial Aid.
- If you can't find an answer there, <u>Ask the Aid Advisor</u> receive an answer to your question from a qualified financial aid professional.
- Look up terms and acronyms in the <u>Glossary</u> of Financial Aid terms.
- Finally, if you're looking for additional <u>reference materials</u>, see these recommended <u>books</u> and additional sources of information.





## The SmartStudent Guide to Financial Aid



Site Map

About FinAid

- C Loans
- Scholarships
- Savings
- Military Aid

Other Types of Aid

**Financial Aid Applications** 

**Answering Your Questions** 

Calculators

Beyond Financial Aid



FAQs about Financial Aid

Here are some of the most commonly asked questions about financial aid.

#### Topics:

- General Questions about Eligibility and Applying
- 2. FAFSA Questions
- 3. Home Schooling and Financial Aid
- 4. Divorce and Financial Aid
- What is the relationship between bankruptcy and financial aid?
- 6. Miscellaneous and Unusual Questions

#### General Questions about Eligibility and Applying

1. I probably don't qualify for aid. Should I apply for aid anyway?

Yes. Many families mistakenly think they don't qualify for aid and prevent themselves from receiving financial aid by failing to apply for it. In addition, there are a few sources of aid such as unsubsidized Stafford and PLUS loans that are available regardless of need. The FAFSA form



## **Practical Money Skills**

www.practicalmoneyskills.com

Better money management for life

Web site designed to improve nation's financial skills





## **Federal Reserve**

www.federalreserve.gov

### Buy a home

Send your child to college

Start a business

Pay off debts

Put money away for a rainy day

Save for retirement

### Personal Financial Education

THERE'S A LOT TO LEARN ABOUT MONEY

By Topic | By Region | Glossary | Media Kit | Text Version

- Consumer Banking
- Consumer Protection
- Economics
- Home & Mortgages
- Interest Rates
- · Loans & Credit

4

- General Information
- Non-Fed Web Sites

FEEDBACK O DISCLAIMER

FEDERAL RESERVE SYSTEM

Bank Products: What's Insured and What's Not

Mutual funds and annuities have their advantages, but it's important to understand how they work and what risks are involved.

E-Banking: Banking on the Internet

On-line discussion about on-line banking and questions consumers should address before signing up for that service.

ETA SIM -- A Direct Deposit Account -- Is Direct to You (PDF)
Information on ETA -- Electronic Transfer Account -- which uses direct

Information on ETA --Electronic Transfer Account-- which uses direct deposit to transfer Federal benefits or payroll payments straight into your bank account. This file requires Adobe Acrobat Reader.

ETA<sup>SM</sup> --Una Cuenta de Depósitos Directos-- Va

Directamente a Usted (PDF)

Encuentre infomación acerca de ETA, una cuenta que utiliza depósitos directos para transferir electrónicamente los beneficios o pagos de nómina del gobierno directamente a su cuenta de banco. Adobe Acrobat Reader.

In Plain English

Making sense of the Federal Reserve.

The Life of a Check (Flash)

Ever wonder about the path your check takes after you write it? This link requires Flash 5.0 or higher.

The Life of a Dollar Bill (Flash)

The path of a dollar bill as it moves from printer to shredder. This link requires Flash 5.0 or higher.

Our Money

Examines currency issued by the U.S. government, including information about the history of currency, how money is printed, new currency designs and counterfelt protection.

Search:

"No matter who you are, m informed decisions about wh do with your money will help a more stable financial futur you and your family."

- Alan Green



FINANCIAL EDUCATION RESEARCH CENTER

FEDERALRESERVEEDUCATION.



## **FAFSA** on the Web

www.fafsa.ed.gov

Over 80% of FAFSA's are submitted electronically!

Over 9 million FAFSA's processed this year

17.4% increase in FAFSA's filed this year













Welcome to FAFSA on the Web, U.S. Department of Education





#### **Discover Your Opportunities!**

FAFSA opens the door to the federal student aid process. Every step you take will get you closer to achieving your educational goals. Find out what you can expect from beginning to end, More>>



To apply for your PIN online, go to the Department of Education's PIN Site. If you www need more information about the PIN, select More>>

#### FAFSA ALERTS:

#### Deadlines:

The 2003-2004 FAFSA corrections deadline has passed. However, if you have been affected by the recent hurricanes, and you need to correct vo FAFSA information, please work with your school to see if corrections ca still be made.

#### Scheduled Maintenance:

FAFSA on the Web will be unavailable on every Sunday from 5 a.m. to 11 a.m. (Eastern Standard Time). We apologize for any inconvenience tl may cause. More>>

#### Before Beginning a FAFSA Get organized! To simplify filling out the application, gather the required documents and other information. ▶ Determine my eligibility ► Gather documents and information Check deadlines Register for a PIN

▶ Find my school codes

#### Fill out the application! FAFSA has seven steps that ask about you, your school plans, financial information and more.

Filling Out a FAFSA

- ▶ Fill out a FAFSA
- ► Llenar una FAFSA en Español
- ► Fill out a Renewal FAFSA
- ► Continue working on saved FAFSA
- ▶ Provide Electronic Signature

#### FAFSA Follow-up

Find your FAFSA online! You can go back to your FAFSA to chec

status, make corrections to a process FAFSA and get other information.

- ► Check status of a submitted FAFS
- ► Print Student Aid Report (SAR)
- ► Make Corrections to a Processed FAI
- ▶ Student Access
- ▶ More Options >>>



## Students.gov www.students.gov

The federal government's one-stop Web portal for students

E-Gov 2000 Trail Blazer Award





I want to...

Apply for financial aid



October 7, 200

October 7, 200

Email this page to a fri-

Welcome to students.gov, your comprehensive information portal providing answers your questions on education, career, government and more. Check out the topics be

#### Plan your education...

It's never too early... or too late... to kegin planning education after high school. Some valuable links to get you started.

- Prepare for college
- · Choose a school
- Testing
- Graduate students
- Vocational students
- Returning students
- Distance education
- Study in the U.S.
- Study abroad

#### Pay for your education...

Links to general info about the major federal student aid programs and other federal, state, and private sources of aid.

- Financial aid overviews
- Scholarships and grants
- · Find a loan
- Loan repayment
- · State financial aid
- · Military funding
- · Fellowships

#### **Newest Links**

Below are the 5 newest links added to students gov. Click on the link to go directly there.

- National Museum of the American Indian [Smithsonian Institution]
- 2. Veterans History Project (Library of Congress)
- 3: Bob Quits Smoking (American Legacy Foundation)
- 4. Nursing Scholarship Program (US Dept of Health and Human Svos)



## Students.gov www.students.gov

IPEDS College Opportunities

On-Line is your direct link to

Example search results for a user clicking on **Financial** Aid Overview



Independent 529 Plan (Prepaid Tuition Plan)

http://www.indonandont520nlan.org

60

October 4, 2004 Email this page to a friend.

rate this site...

rate this site...

rate this site.

rate this site...

rate this site..



## Reporting Fraud & Waste www.ed.gov/about/offices/list/oig/misused

Email: oig.hotline @ed.gov

Phone: 1-800-MIS-USED

Want anonymity? Use special mail-in form available on this web site



has become aware of a potential fraud scheme involving persons



## **Direct Loan Servicing Center**

www. http://www.dlssonline.com

Borrowers can make online payments

view account balances

change billing options

enroll in electronic services



Entrance & Exit Counseling

Get the information you need as a Direct Loan borrower.

GO •

Your Account ... Make online pay

We Help Put America Through School

Make online payments, view your account balances and payment history, change your billing options, enroll in electronic services and much more...



#### Loan Consolidation ...

A Consolidation Loan allows you to combine one or more of your federal education loans into a new loan that offers you several advantages such as one monthly payment, flexible repayment options, and reduced monthly payments.



#### Enroll in Electronic Services ...

You can choose to receive your Direct Loan bills and correspondence electronically, eliminating paper mail. Electronic services are faster, free, and more convenient.

Make an Online Payment ...

Direct Loan Servicing Variable interest rates on 7/1/2004 (7/1)

Español • Contact us • Privacy • Site map

Search

See

Apply For A PIN

enroll in electronic

Forgot Your PIN?

Forgot your

and much more...

services

Your PIN serves as your identifier allowing you to access your personal information in various U.S. Department of Education systems.

or want to change it?

Request Now

Tour This Site





## National Student Loan Data System www.nslds.ed.gov

- The central database for student aid
- Receives data from schools, agencies that guaranty loans, the Direct Loan program, the Pell Grant program, and other U.S. Department of Education programs.
- Provides a centralized, integrated view of Title IV loans and Pell grants that are tracked through their entire cycle; from aid approval through closure.

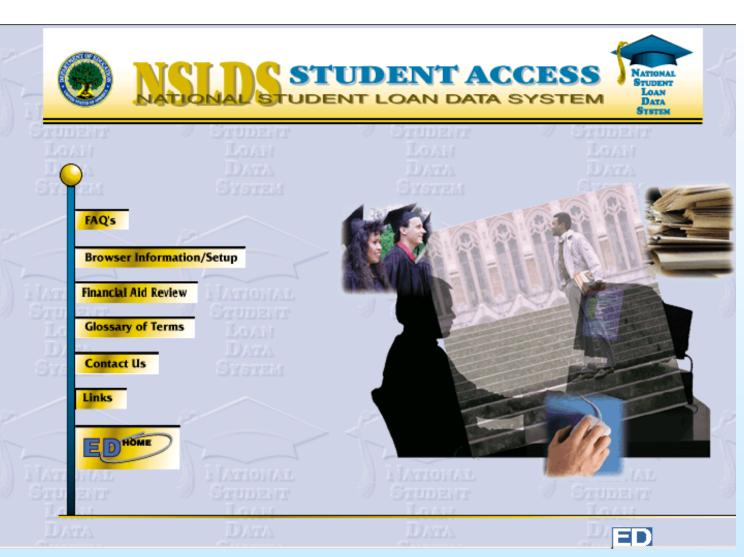


## National Student Loan Data System

www.nslds.ed.gov

One stop for account information

Customer service available via 1-800-4FED-AID





## **National Student Loan Data System**

www.nslds.ed.gov



PIN HOME | PIN REQUEST AND INFORMATION | DISABLE OR RE-ESTABLISH MY PIN | SECURITY | CONTACT US

## **PIN REQUEST & INFORMATION**



NSLDS account access using the FSA PIN

Secure online account inquiries & information

#### PPLY FOR PIN

CHANGEPIN

**CHECK PIN STATUS** 

**REQUEST A DUPLICATE PIN** 

UPDATE MY PIN INFORMATION

PIN FAQ'S

#### **Confirming Your Identity**

We need some personal information and the PIN we mailed to you. You must provide this information to access your U.S. Department of Education information through the Internet. Please answer the following questions and select <u>Submit Request</u>.

Since your PIN can be used to retrieve personal information about you and to sign documents, including a promissory note, you must not share or disclose the PIN to others. By using your PIN, you agree that it has not been compromised -- no one besides you knows it. If you think your PIN has been compromised, you should change it at the Department of Education PIN Registration Web site using the option "Change PIN".

#### What is your social security number?

Please enter this number without the dashes. For example, 123456789.

What are the first two (2) letters of your last name? What is your date of birth?

Please enter this date in "mmddyyyy" format. For example, 08171975 for August 17, 1975.

What is your PIN?

PREVIOUS

SUBMIT REQUEST

**CLEAR FORM** 

HELP



## **Mapping Your Future**

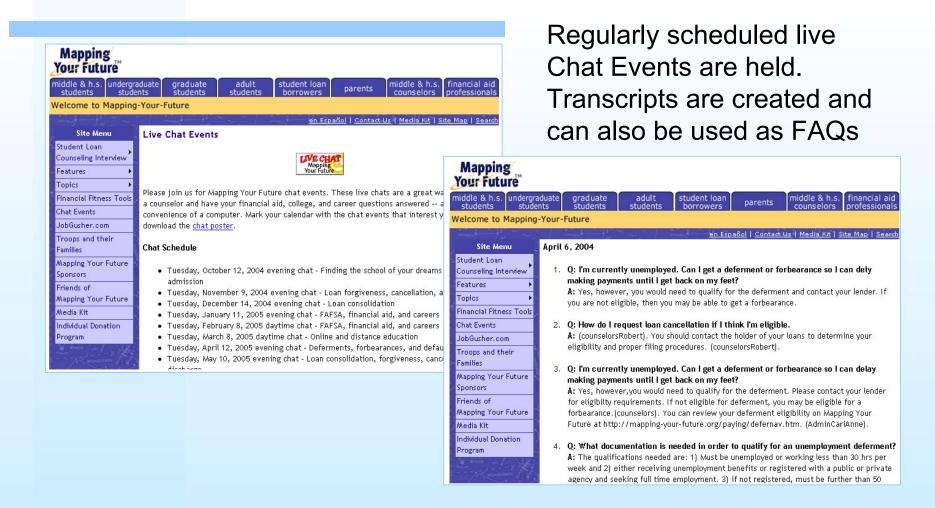
mapping-your-future.org

- Career Planning
- School selection
- Paying for school
- Live Internet chat sessions
- Early
- Awareness
- Financial
   Literacy & Default
   Prevention
- Online Student Loan Counseling
- Default
   Prevention Tool





## Mapping Your Future mapping-your-future.org





## YouCanDealWithIt.com

debtsurvival moneymanagement

living

calculators

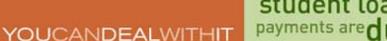
yearbyyear new graduateschool

careerdevelopment

linksandresources

www.youcandealwithit.com

Information and tools used to teach student borrowers about personal financial management.



Your student loan payments are due



FOR FINANCIAL AID ADMINISTRATORS

SITE MAP

W5 AE

ABOUT US

#### WELCOME

On Sunday, October 17 between the hours of 6AM and 6PM EST, YouCanDealWithIt will be unavailable due to system maintenance and upgrades. We apologize for the inconvenience.

Welcome to YouCanDealWithIt.com! Our goal is to provide you with the tools and resources that will help you plan your financial future...now! As you explore the site, you will discover tips, features, and steps to follow that will provide a framework for a lifetime of financial success.

Looking for something specific or not really sure what you need? Check out the site map, which will lead you to all the features of YouCanDealWithIt.com. Each section of the site was created to help make your journey through the financial world a little easier. Enjoy your trip!

#### what's new

#### September 2004

What's better than kicking off the new school year with a free concert, giveaways and a "boat load" of outdoor activities? Celebrating it with thousands of your closest friends - and YouCanDealWithIt.com is along for the ride!

On Saturday, October 2, YouCanDealWithIt.com rolls into TWO towns to kick-off the new school year! Philadelphia-area college students can learn what the region has to offer at the 3rd annual Campus Philly Kick-

#### YOUCANDEALWITHIT NEWSLETTER

Click here to register today!



downloads



## YouCanDealWithIt.com

www.youcandealwithit.com

Informs and promotes a practical and responsible approach for dealing with credit cards.

#### YOUCANDEALWITHIT

moneymanagement
yearbyyear new
graduateschool
careerdevelopment

living calculators

calculators

linksandresources



#### MONEYMANAGEMENT

#### credit card debt

There are a variety of reasons for getting a credit card, including establishing a good credit history (which is essentially your financial reputation), providing protection in an emergency situation, becoming more financially responsible, and minimizing the need to carry cash. Managing your credit is also a huge responsibility. When credit cards are used improperly, they can lead to unmanageable debt and financial crisis. The more you know about credit, the more likely you are to use this powerful tool wisely. Keep the following points in mind when using a credit card:

- Try to restrict your credit card use to only one or two cards.
- Use credit wisely. Ask yourself the following questions before purchasing with credit: Is this something I need? Do I need it now? Do I have the ability to repay? How long will it take me to repay? How much will it ultimately cost me?
- Prepare a spending plan first! Make sure that monthly debt payments do not exceed 20 percent of your monthly net income.
- Shop around for credit cards with low interest rates, low annual fees and reasonable grace periods before finance charges begin.
- Keep track of how you use your credit card throughout the month. Pay the entire balance when it's due and review your spending habits to cut unnecessary purchases.

the benefits of credit the pitfalls of credit credit card debt

ABOUT US

search

getting out of debt

debt repayment calculator

credit reports

preventing ID theft

financial planning creating a budget

banking and saving basics

financial advisors

calculators

links and resources



## YouCanDealWithIt.com

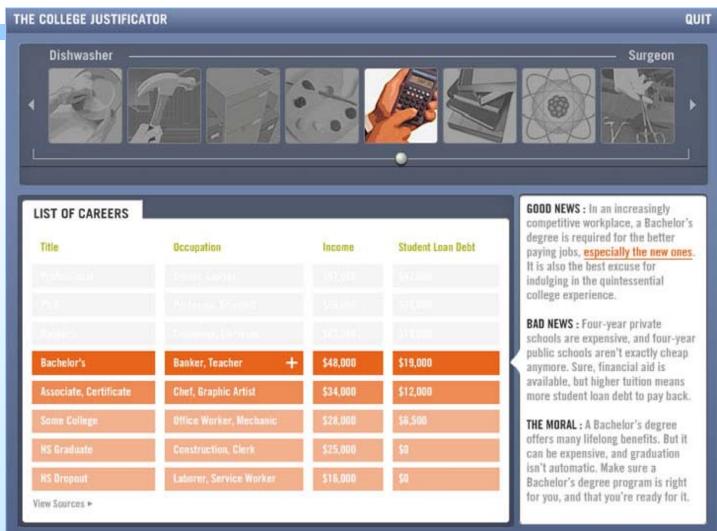
www.youcandealwithit.com





# College Planning: www.glhec.org The College Justificator

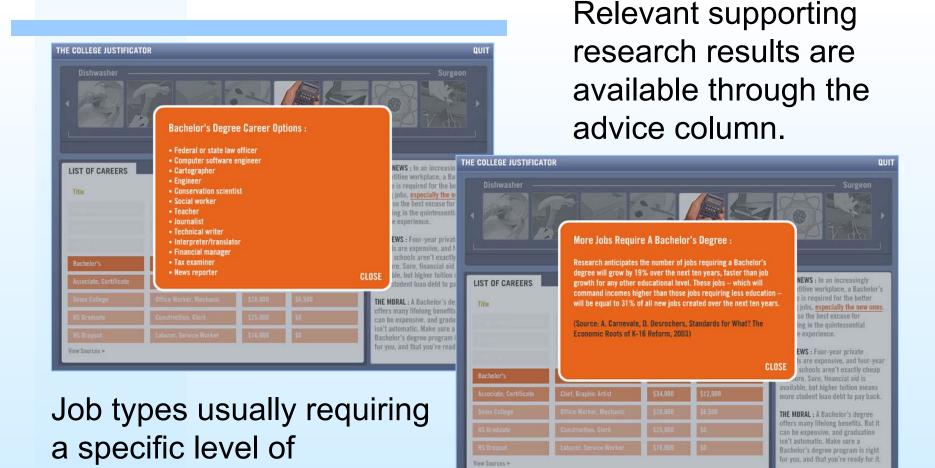
Provides advice on the relationship between the level of education and potential occupations, income levels, and average student loan debt.





# **College Planning: The College Justificator**

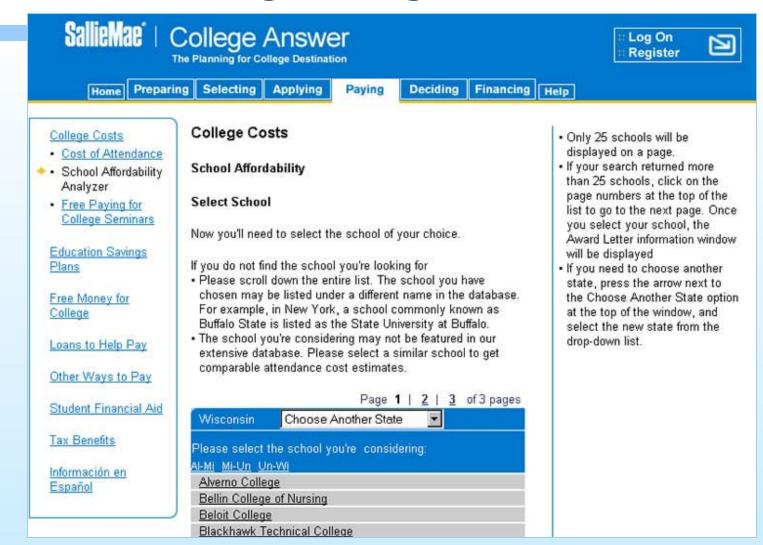
education are displayed.





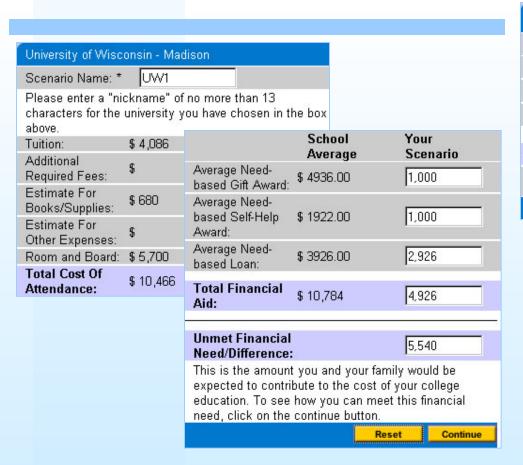
## Financial Aid Planning: www.collegeanswer.com School Affordability Analyzer

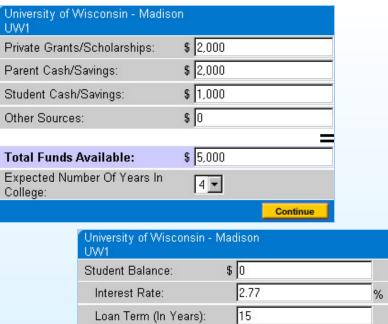
Once a school is selected, the tool automatically pre-populates key fields with real data (such as tuition and average loan amount borrowed).





## **Financial Aid Planning: School Affordability Analyzer**





Parent Balance:

Interest Rate:

Shortfall:

Loan Term (In Years):

\$ 0

4.17

10

\$ 540

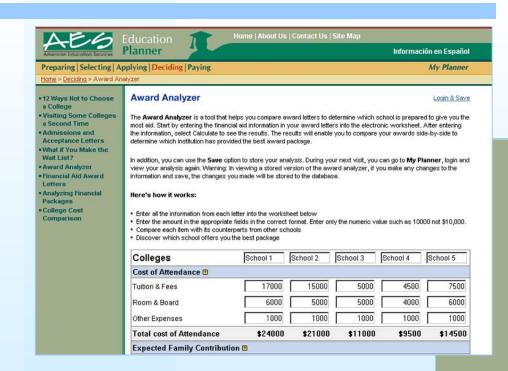
Calculates the affordability level of specific schools, given students assets, average school costs and financial assistance. 29

Continue



## Financial AidPlanning:

## www.educationplanner.com Award Analyzer



Analyzes award packages. Shows free and debt components.

Financial Aid Eligibility 🛭					
Financial Aid Eligibility	\$14500	\$12500	\$2500	\$1000	\$6000
Scholarships/Grants 🖪					
Total Scholarship/Grants	3000	0	1000	0	0
Student Loans 🗓					
Total Student Loans	6500	3500	3500	3500	3500
Work Study Employment 🛭					
Total Work Study Employment	3000	3000	3000	3000	3000
Financial Aid Resources:Other	•				
Other	0	0	0	0	0
Total Aid offered to Student 🗈	\$12500	\$6500	\$7500	\$6500	\$6500
Quality of Award Indicator 🖪					
% of Aid: Scholarship/Grants	24.00%	.00	13.33%	.00	.00
% of Aid: Student Loan(s)	52.00%	53.85%	46.67%	53.85%	53.85%
% of Aid: Work Study	24.00%	46.15%	40.00%	46.15%	46.15%
% of Aid: Other	.00%	.00%	.00%	.00%	.00%
Unmet Need or Gap ①	\$11500	\$14500	\$3500	\$3000	\$8000
ommet need of oup w		Clear Column	Clear Column	Clear Column	Clear Column



Financial Aid Planning: www.petersons.com Scholarship Search

THOMSON ... and GET STARTED PETERSON'S About Us | Contact Us | Site Map Search & Find Home > Financial Aid > Scholarship Search Financial Aid Scholarship Search \*Financial Aid Basics Scholarship Search Some scholarships, grants, prizes and Education Loan Center forgivable loans have very specific PAGE . Choosing the Right Loan restrictions. To get a comprehensive list of Calculators awards please answer all the questions Admissions Essays below. Your final results list will contain those Articles & Resources awards that carry the restrictions indicated as Online Store well as those that do not Personal Information Sponsored by: ₹ 20 ▼ 1987 Date of Birth € Male C Female C No Response Gender State of residenecy? New York C United States C Canada C Other Citizenship English What is your first language? Sinhala Are you fluent in any other language(s)? If yes, select from the following list. Somali To select multiple options, hold down the CTRL key on a PC or CMD key on a Macintosh while clicking Sunda selections Swedish C yes @ no Are you interested in online courses? Black or African American Please specify your racial/ethnic background

Student enters relevant information pertinent relevant to a scholarship search.

Information requested focuses on student background, accomplishments, and future plans.

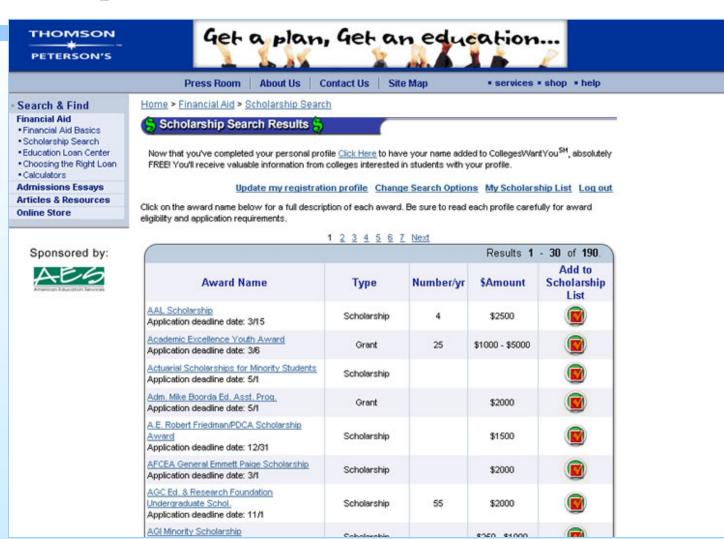
Please select your religious affiliation.	Roman Catholic 💌	
Please select any impairment(s) you may have.	☐ Visual ☐ Physical ☐ Hearing ☐ Learning	
Do you, or your parents, have any Military Service experience? If yes, please select the appropriate branch of service below:	Marines	
Are you an individual or dependent affected by the September 11, 2001 attack on the World Trade Center, Pentagon or United Airlines 93.	☐ Yes	
Test Scores		top
Please select "not applicable" for any test you have	e not taken.	
Highest composite ACT score (Enter a value between 1 - 36)	Select Act Score ▼	
Highest PSAT verbal score (Enter a value between 20 - 80)	Select PSAT Verbal Score	
Highest PSAT math score (Enter a value between 20 - 80)	Select PSAT Math Score	
Highest PSAT writing skills score (Enter a value between 20 - 80)	Select PSAT Writing Score	
Highest SAT verbal score (Enter a value between 200 - 800)	Select SAT Verbal Score	
Highest SAT math score (Enter a value between 200 - 800)	Select SAT Math Score ▼	
Highest TOEFL score - computer based test. (Enter a value between 0 - 300)	Select TOEFL Score ▼	
Highest TOEFL score - paper test.	Select TOEFL Score ▼	



# Financial Aid Planning: Scholarship Search

Results show scholarships, appropriate for the student.

Ability to select and save a list and then modify the search.

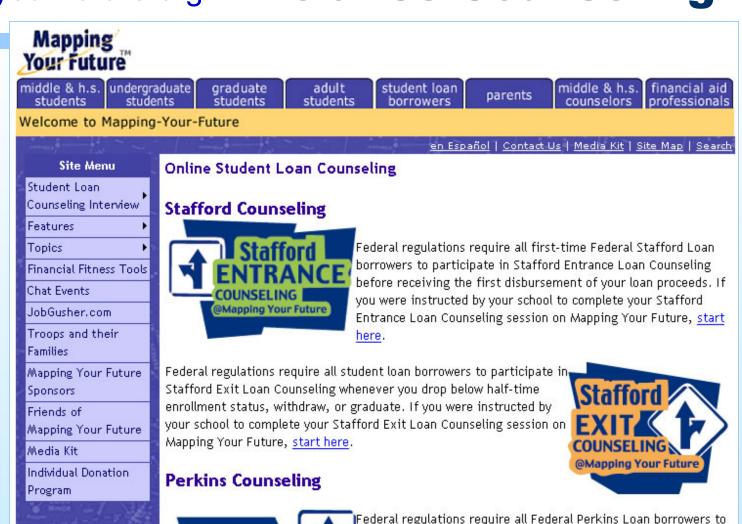




# Responsible Borrowing: mapping-your-future.org Entrance Counseling

Stafford and Perkins
Online
Student
Loan
Entrance
Counseling

Schools are notified of results via email.

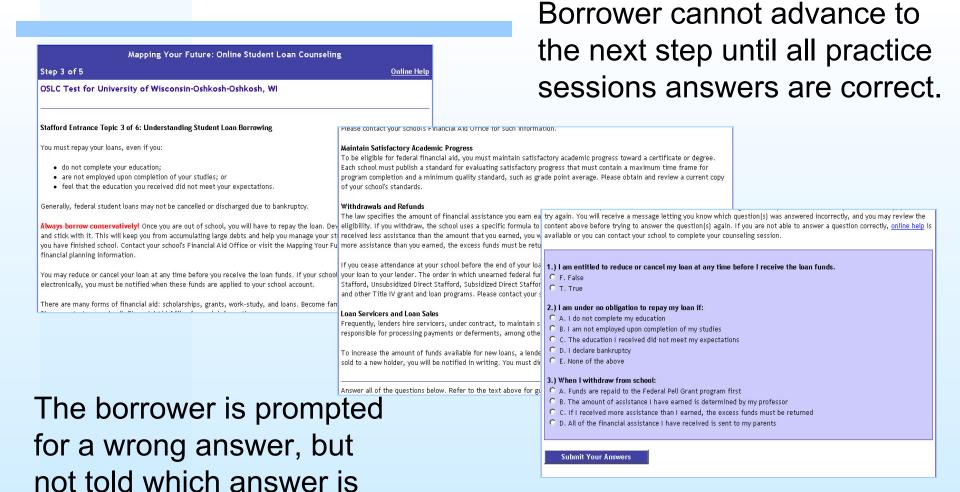


articinate in Derkins Entrance Loan Counseling hefore receiving



correct.

## Responsible Borrowing: Entrance Counseling





### Responsible Borrowing: www.bls.gov Occupational Handbook

Detailed occupation descriptions, salaries and benefits, geographic region specific information.



#### U.S. Department of Labor Bureau of Labor Statistics

Occupational Outlook Handbook



www.bls.gov

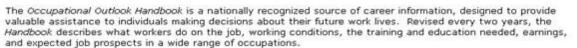
BLS Home | Programs & Surveys | Get Detailed Statistics | Glossary | What's New | Find It! In DOL

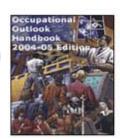
OOH Search/A-Z Index

#### Occupational Outlook Handbook, 2004-05 Edition

You have three ways to find career information by occupation on this site:

- To find out about a specific occupation, click on the "OOH Search/A-Z Index" link located in the upper right corner of the page and then enter the occupation's name in the "Search OOH" box. Search tips.
- To find out about multiple occupations, browse through listings using the occupational cluster links to the right.
- For a listing of all occupations in alphabetical order, click on the "OOH Search/A-Z Index" link and select a letter.





Back to Top

www.dol.gov

Frequently Asked Questions | Freedom of Information Act | Customer Survey Privacy & Security Statement | Linking to Our Site | Accessibility

U.S. Bureau of Labor Statistics Office of Occupational Statistics and Employment Projections Suite 2135 2 Massachusetts Avenue, NE Washington, DC 20212-0001

URL: http://www.bls.gov/OCO/ Phone: (202) 691-5700 Fax: (202) 691-5745

Do you have a question about the Occupational Outlook Handbook? Technical (web) questions: webmaster@bls.gov Other comments: feedback@bls.gov



- Management
- Professional and Related
- Service Sales
- Administrative Support
- Farming and Related
- Construction
- Installation and Related
- Production
- Transportation
- Job Opportunities in the Armed Forces
- Tomorrow's Jobs
- OOH Reprints
- Other OOH Info
- Order

Career Guide to Industries

000 Online

Employment

**Publications Home** 



# Responsible Borrowing: Occupational Handbook



Comprehensive career information, backed-up by official government data.

OCCUPATIONS IN THE INDUSTRY

[About this section]

A Back to To

Providing a wide array of information services to clients requires a diverse and well-educated workforce. The majority of workers in the software publishing industry are professional and related workers, such as computer software engineers, and computer programmers (table 2). This occupational group accounts for nearly 60 percent of the jobs in the industry, reflecting the emphasis on high-level technical skills and creativity. By 2012, the employment share of professional and related occupations is expected to be even greater, while the employment share of office and administrative support jobs, currently accounting for 12 percent of industry employment, is projected to fall.

Programmers write, test, and maintain the detailed instructions, called programs or software, that computers must follow to perform their functions. These programs tell the computer what to do—which information to identify and access, how to process it, and what equipment to use. Programmers write these commands by breaking down each operation into a logical sequence of steps, converting the instructions for those steps into a language that the computer understands. While some still work with traditional programming languages like COBOL, object-oriented programming languages such as C++ and Java, computer-aided software engineering (CASE) tools, and artificial intelligence tools now are being used to create and maintain programs. These languages and tools allow portions of code to be reused in programs that require similar routines. Many programmers also customize purchased software or create better software to meet a client's specific needs.

Computer software engineers design, develop, test, and evaluate software programs and systems. Although programmers write and support programs in new languages, much of the design and development now is the responsibility of software engineers or software developers. Software engineers must possess strong programming skills, but are more concerned with developing algorithms and analyzing and solving programming problems than with actually writing code. These professionals develop many types of software, including operating systems software, network distribution software, and a variety of applications software. Computer systems software engineers coordinate the construction and maintenance of a company's computer systems, and plan their future growth. They develop software systems for control and automation in manufacturing, business, and other areas. They research, design, and test operating system software, compilers—software that converts programs for faster processing—and network distribution software. Computer applications software engineers analyze users' needs and design, create, and modify general computer applications software or specialized utility programs. They analyze user needs and develop software solutions. Video game programmers are software engineers who plan and write video game software.

Computer support specialists provide technical assistance, support, and advice to customers and users. This group of occupations includes workers with a variety of titles, such as technical support specialists and help-desk technicians. These troubleshooters interpret problems and provide technical support for software and systems. Support specialists may work either within a company or other organization or directly for a computer software vendor. They answer telephone calls, analyze problems using automated diagnostic programs, and resolve difficulties encountered by users.

Other computer specialists include a wide range of professionals who specialize in operation, analysis, education, application, or design for a particular piece of the system. Many are involved in the design, testing, and evaluation

etailed descriptions of the

All organizations today rely on computer and information technology to conduct business and operate more efficiently. Computer software is needed to operate and protect computer systems and networks. Some 8,200

These establishments may design, develop, and publish, or publish only. Establishments providing access to

software for clients from a central host site, designing custom software to meet the needs of specific users, or

Software publishing establishments that design and publish prepackaged software may develop operating system

permits browsing, retrieval, and viewing of content from the Internet. Some establishments may install the software

software as well as word processing and spreadsheet packages, games and graphics packages, data storage software, and Internet-related software tools such as search engines and Web browsers—the software that

involved in mass duplication of software are classified elsewhere. (For more information, see the statement on

establishments are engaged primarily in computer software publishing or publishing and reproduction. Software

publishing establishments carry out operations necessary for producing and distributing computer software, such as

designing, providing documentation, assisting in installation, and providing support services to software purchasers.

Detailed descriptions of the industry and the occupation.

computer systems design and related services found elsewhere in the Career Guide.)



## Responsible Borrowing: Occupational Handbook

TRAINING AND ADVANCEMENT

[About this section]

A Back to Top

Occupations in the software publishing industry require varying levels of education. The level of education and type of training required depend on the employer's needs. One factor affecting these needs is changes in technology. As demonstrated by the current demand for workers with skills related to the Internet and computer security, employers often scramble to find workers capable of implementing "hot" new technologies. Another factor driving employers' needs is the timeframe within which a project must be completed.

Computer programmers commonly hold a bachelor's degree; however, there are no universal educational requirements. Some hold a degree in computer science, mathematics, or information systems, while others have taken special courses in computer programming to supplement their study in fields such as accounting, inventory control, or other areas of business. Because employers' needs are so varied, a 2-year degree or certificate may be sufficient for some positions so long as applicants possess the right technical skills.

Most computer software engineers have at least a bachelor's degree and broad knowledge and experience with computer systems and technologies. Usual degree concentrations for applications software engineers are computer science or software engineering; for systems software engineers, usual concentrations are computer science or computer information systems. Graduate degrees are preferred for some of the more complex software engineering iobs.

Persons interested in becoming a computer support specialist generally need only an associate degree in a computer-related field, as well as significant hands-on experience with computers. They also must possess strong problem-solving and analytical skills as well as excellent communication skills because troubleshooting and helping others are such vital parts of the job. And because there is constant interaction on the job with other computer personnel, customers, or employees, computer support specialists must be able to communicate effectively on paper, using e-mail, or in person. They also must possess strong writing skills when preparing manuals for employees and customers. As technology continues to improve, computer support specialists must constantly strive to stay up to date and acquire new skills if they wish to remain in the field.

The size of the firm and the local demand for workers also may influence training requirements for specific jobs. Smaller firms may be willing to train informally on the job, whereas larger organizations may pay for formal training or higher education. For example, many marketing and sales workers are able to secure entry-level jobs with little technical knowledge but quickly acquire knowledge of their company's products and services through on-the-job training. With more formal education, employees may advance to completely different jobs within the industry. Education or training in a specialty area, such as information security, may provide new opportunities for the worker and allow the establishment to offer new services.

Continuing technological advances in the computer field have led to demand for workers with a higher level of skill and expertise. Employers, hardware and software vendors, colleges and universities, private training institutions, and professional computing societies offer continuing education and professional development seminars. The Institute of Electrical and Electronics Engineers Computer Society, for example, recently created a certification process for software development professionals who possess a bachelor's degree and work experience that demonstrates a body of knowledge, and who pass a written examination.

Presents income statistics, education levels, career paths, etc.

Outlook section seeks to predict future job availability and changes.

EARNINGS

[About this section]

A Back to Top

Employees in the software publishing industry generally command higher earnings than the national average. All production or nonsupervisory workers in the industry averaged \$1,258 a week in 2002, significantly higher than the average of \$506 for all industries. This reflects the concentration of professionals and specialists who often are highly compensated for their skills or expertise. Given the pace at which technology advances in this industry, earnings can be driven by demand for specific skills or experience. Earnings in selected occupations in software publishing appear in table 3.

Table 3. Median hourly earnings of the largest occupations in software publishing, 2002

Occupation	Software publishers	All industries
General and operations managers	\$58.02	\$32.80
Computer and information systems managers	48.85	40.98
Computer software engineers, systems software	37.08	35.60
Computer software engineers, applications	36.75	34.09
Sales representatives, wholesale and manufacturing, technical and scientific products	34.60	26.80
Computer programmers	32.15	28.98
Computer specialists, all other	31.80	26.00
Computer systems analysts	31.38	30.24
Computer support specialists	20.61	18.80
Executive secretaries and administrative assistants	18.37	16.06
Customer service representatives	14.77	12.62

As one might expect, education and experience influence earnings as well. For example, annual earnings of computer software engineers ranged from less than \$47,150 for the lowest 10 percent to more than \$11,630 for the highest 10 percent or staffs, but their salaries, too, can vary by level and experience. Accordingly, annual earnings of computer and information systems managers ranged from less than \$62,380 for the lowest 10 percent to more than \$145,600 for the highest 10 percent in 2002. Earnings also may be affected by size, location, and type of establishment, hours and responsibilities of the employee, and level of sales.

OUTL OOK

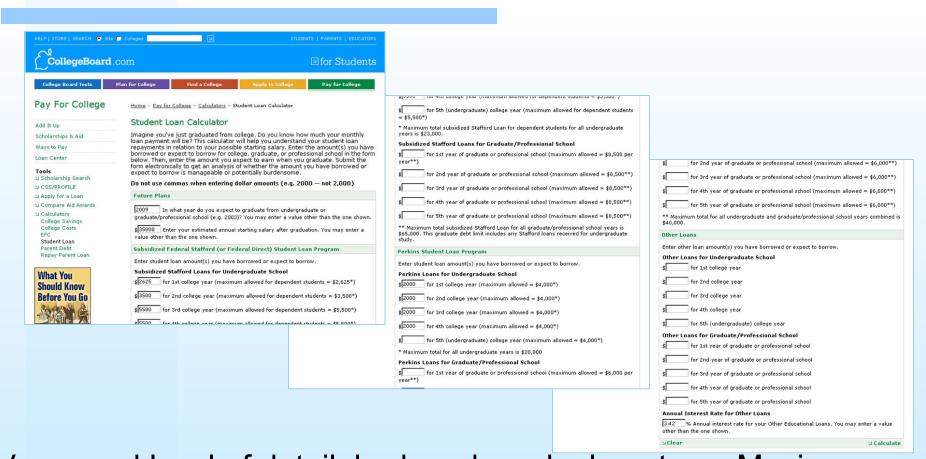
[About this section]

Back to Top

Employment in the software publishing industry has more than doubled over the past decade, 1992-2002. Despite the recent economic downturn among firms involved in information technology, software publishing is, nevertheless, projected to be the fastest growing industry in the U.S. economy over the next decade. Wage and salary



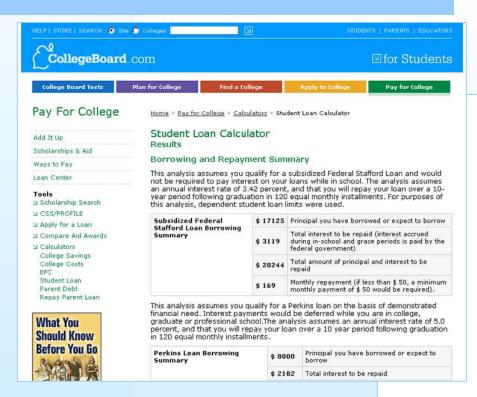
## Responsible Borrowing: www.collegeboard.com Student Loan Calculator



Very good level of detail, broken down by loan type. Maximums are provided helping students understand loan limits.



## Responsible Borrowing: Student Loan Calculator



Results provide a clear picture of projected long-term loan costs.

Counsels borrower regarding affordability of repayment.

	\$ 10182 \$ 85		repaid	
			Monthly repayment	
deferred while you are in co assumes an annual interest	llege, gradu rate of 3.42	iate 2 pe	ther loans for which interest payments an or professional school. The analysis rcent, and that you will repay your loan n 120 equal monthly installments.	
Other Loan Borrowing	\$ 0	Prin	cipal you have borrowed or expect to borrow	
Summary	\$ 0	Tota	al interest to be repaid	
	\$ 0	Total amount of principal and interest to be repaid		
	φ 0	rep	aid	
	\$ 0		aid thly repayment	
This analysis combines your summary, based on the abo	\$ 0 Stafford, Pe	Mon erkin		
	\$ 0 Stafford, Pe	Mon erkin ion.	thly repayment	
summary, based on the abo Consolidated Borrowing	\$ 0 Stafford, Pe	Mon erkin ion.	thly repayment s, and Other Loans into a consolidated rand total principal you have borrowed or	
summary, based on the abo Consolidated Borrowing	\$ 0 Stafford, Perve informat \$ 25123	Mondon.	thly repayment s, and Other Loans into a consolidated rand total principal you have borrowed or spect to borrow	

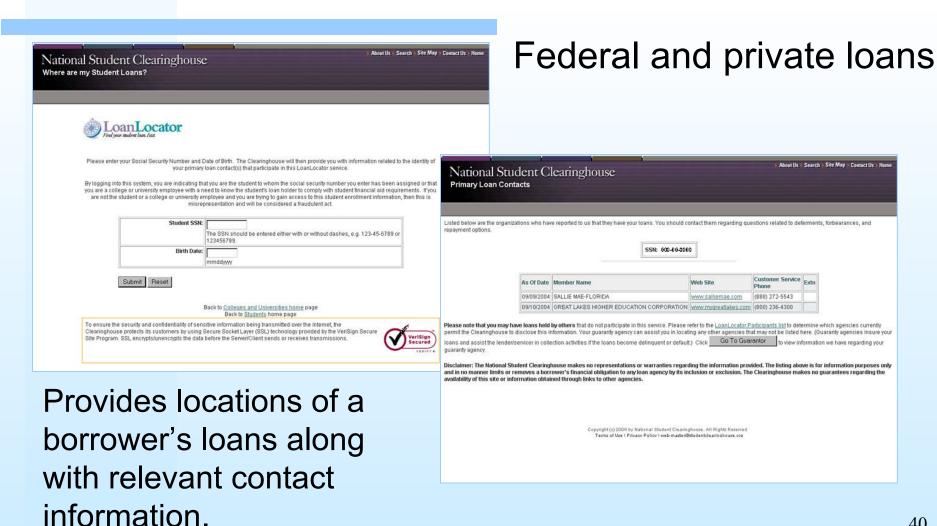
Is your projected monthly payment of \$ 254 manageable in relation to your estimated starting salary of \$ 35000 when you graduate from college? There is no single, easy answer to this question, but some advisers suggest that your monthly student loan repayments should not exceed 10-15 percent of your first year starting income. If student loan repayments exceed 15 percent of your starting income, they could be burdensome and you may experience difficulty meeting your student loan repayments and other expenses. You estimated that your starting income could be approximately \$35000 per year, or \$ 2917 per month in today's dollars. You also indicated that you expect to receive your degree in 2009, in about 5 years. Assuming starting incomes increase by 3 percent per year between now and 2009, we estimate your starting income could be approximately \$3381 per month. Based on this information, your estimated monthly student loan repayments — \$ 254 — would represent about 8 percent of your projected monthly income — \$ 3381.



### **Repayment Planning:**

### www.loanlocator.org

### **Loan Locator**

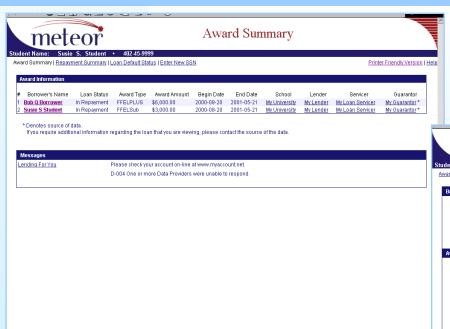




### **Repayment Planning:**

yourMeteorAccessProvider





Helps borrower "discover" loan location and loan indebtedness.

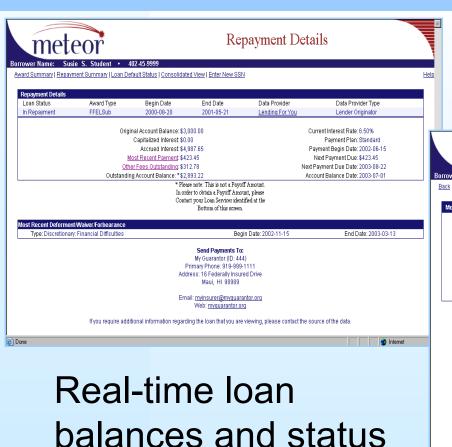
Displays real-time aggregated financial aid data from multiple sources.



41



## Repayment Planning: Meteor



information.

Chronological history of payments, deferments, and forbearances.



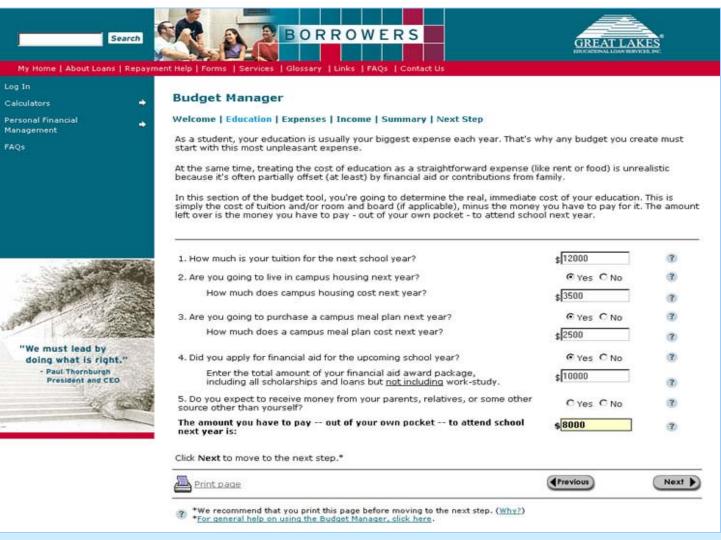


### **Repayment Planning:**

www.glhec.org

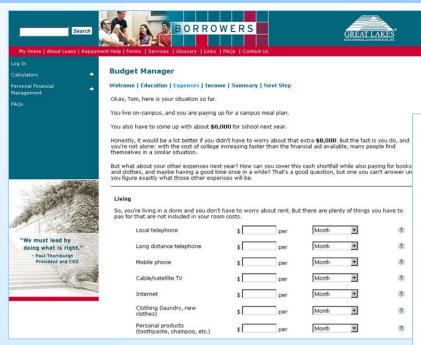
**Budget Manager** 

Expense information is supplied by borrower.





Repayment Planning: Budget Manager



Detailed expense items avoid lumping expenses in over-broad categories.

Students can select their desired budget frequency. All expense items have explanatory help.

#### What do you mean by "clothing"?

Any costs related to clothes, including buying new clothes, cleaning clothes, and repairing clothes. Also included are general clothing accessories (shoes, jewelry, coats, hats).

#### What if I don't know how much I'll spend on new clothes?

Start by thinking about past purchases. When was the last time you bought new clothes? How much did you spend? What about the time before that? Use the answers to these questions to form a rough idea of how much money you will likely spend on clothes next year.

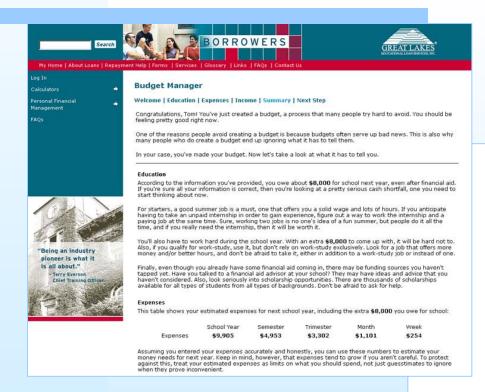
If you've never paid for your own clothes, ask the people who've paid for them. And after you recover from the shock of how much money they've spent on you, make a point of thanking them.

#### What if my clothes need a serious upgrade?

Then budget for it. If you've been skimping on clothes, take your estimates and increase them. Whatever you do, don't pretend you're going to spend less on clothes for the purpose of making your budget look nicer. This won't help you at all.

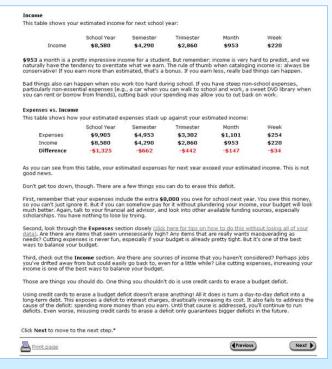


# Repayment Planning: Budget Manager



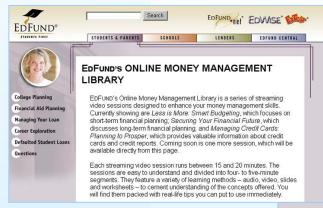
Results show category detail and custom advice based on the student's financial situation.

## Is both a budget tool and a teaching tool.





# **Delinquency Prevention:** www.edfund.org **Money Management Library**



Streaming videos provide borrower education.

Managing Credit Cards: Planning to Prosper

Private Loans: Closing the Gap

#### **NEW FEATURE!**

#### Managing Credit Cards: Planning to Prosper

This session educates students about the basics of credit and the benefits and risks associated with credit cards. Viewers learn how to avoid the risks by using credit cards wisely, including reading and understanding the fine print. Also provided is an overview of credit reports.

#### **Learning Objectives**

- . To understand the risks and benefits of credit cards
- . To learn how needs and wants relate to credit card spending
- . To learn about the terms associated with credit cards
- . To understand what to look for in a credit card
- · To understand what's on a credit report
- . To learn how to order and read a credit report
- . To learn strategies for managing credit card debt
- To understand how to get back on track if credit card debt is already a problem

#### Less is More: Smart Budgeting

With a focus on short-term financial planning, this session guides students through the process of creating a budget and managing college finances. Features cost-saving tips from other students and strategies to keeping student loan borrowing to a minimum.

#### Learning Objectives

- To understand the elements of a financial aid budget
- . To learn the difference between the financial aid hudget and

#### your spending plan

- To learn the information required and steps to making a spending plan
- . To learn what's not in the financial aid budget
- To learn to track and categorize expenses and resources
- To identify where reductions can be made and strategies to control student debt
- . To learn to apply money saving tips
- To learn about on line resources for calculating a spending plan and loan repayment

#### Securing Your Financial Future

This session provides students with an overview of long-term financial planning. Viewers learn to identify and set financial goals and the importance of planning and saving early. Also covered are key investing terms and concepts, as well as the fundamentals of insurance.

#### Learning Objectives

- To understand the concept of financial planning
- . To learn the difference between short-term and long-term goals
- To understand the benefits of student loans
- . To understand when to save and when to invest
- . To learn how a retirement plan works
- . To understand the importance of saving money early
- . To learn how insurance works and when it is necessary
- To learn about on-line resources for creating a financial plan

Less is More: Smart Budgeting

Securing Your Financial Future



### Delinquency Prevention: Money Management Library

Videos educate student borrower about a variety of financial and student loan issues.





## **Delinquency Prevention:**mapping-your-future.org **Exit Counseling**

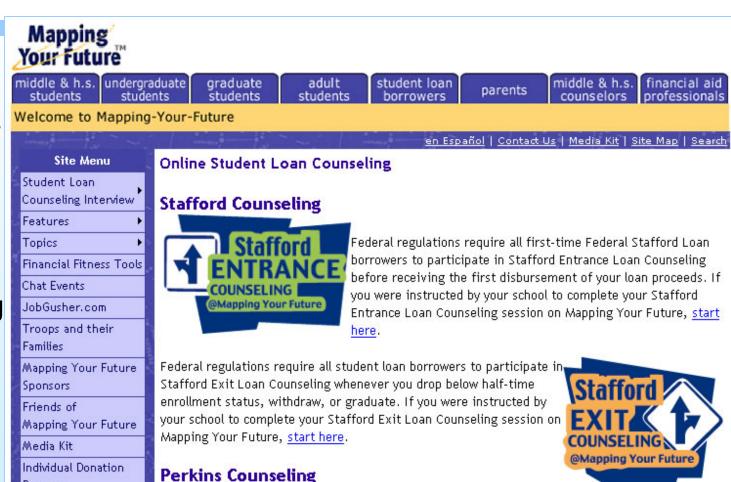
Free service sponsored by all 36 guarantors plus numerous "friends of MYF".

Stafford and Perkins Exit counseling

Program

### Used by:

- 2371 schools
- 3.6 million borrower counseling sessions

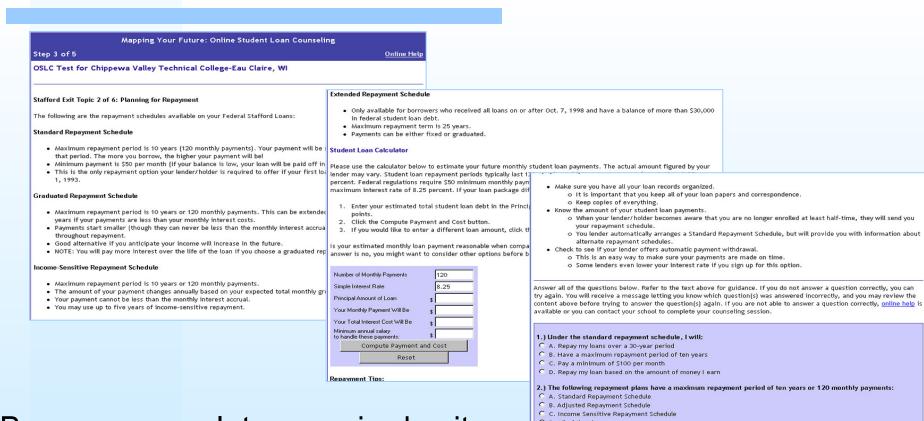


ederal regulations require all Federal Perkins Loan borrowers to

narticinata in Darkine Entranca I nan Councaling hafora racaiving



# **Delinquency Prevention: Exit Counseling**

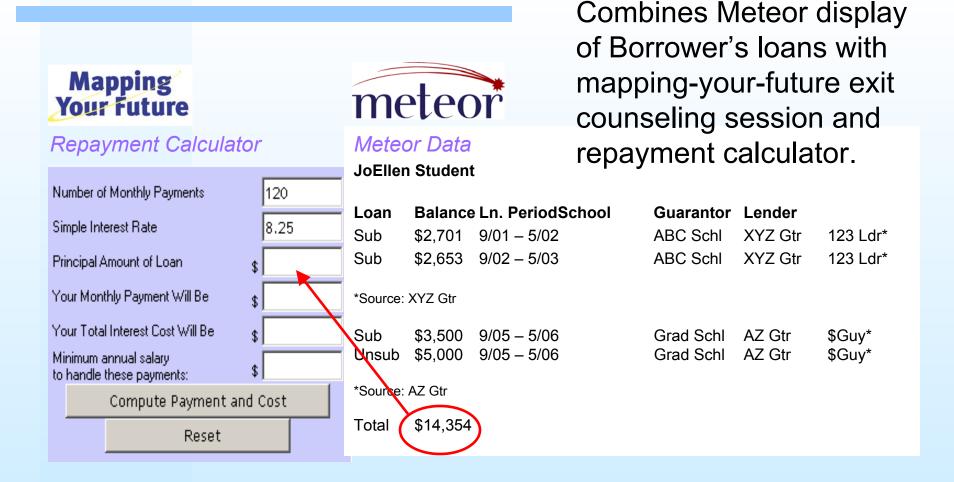


**Submit Your Answers** 

Borrower completes required exit counseling and the results are sent to Guarantors on behalf of schools



# **Delinquency Prevention: Meteor and Exit Counseling**





### **Delinquency Prevention:** www.nela.net **True Cost of Default Calculator**

### Partners in Success

#### Don't Let Your Student Loans Haunt You

Does your student loan payment seem insurmountable? Defaulting just makes it worse with collection fees that increase your loan by up to 25%. There are many repayment options and alternatives available that can save you from the lingering consequences of default. If you're struggling to keep up, ask your lender for help.

Enter numbers from your own student loans to see an example of how defaulting makes your debt grow.\*

LOAN BALANCE	INTEREST RATE	LENGTH OF LOAN	
17500	3.7	10	

SUBMIT

NEXT

Compare Normal Repayment To Repayment After Default					
	STANDARD REPAYMENT NO DEFAULT	PAY OFF 90 DAYS AFTER DEFAULT	STANDARD REPAYMENT AFTER DEFAULT		
LOAN BALANCE	\$17,500.00	\$17,500.00	\$17,500.00		
MONTHLY PAYMENT	\$174.69	N/A	\$225.67		
INTEREST AMOUNT	\$3,462.80	\$750.41	\$4,164.62		
COLLECTION FEES	N/A	\$4,521.35	\$5,415.78		
TOTAL REPAYMENT	\$20,962.80	\$22,771.76	\$27,080.40		

To find out more about the true cost of default, click next.

each month and collection fees estimated at 25% of principal and accrued

\*Examples are based on standard amortization with installment payments made

Informs how a bad credit rating as the result of default (or even of delinquency) impacts the borrower's financial future.

### Borrower enters financial data.

Partners in Success



#### Don't Let Your Student Loans Haunt You

If you default on your student loan, your poor credit rating will cause you to pay higher interest when purchasing a home or car. And keep in mind that employers and property managers consider your credit rating when deciding to hire or rent to you. Credit ratings use scores, such as FICO, to summarize the quality of your credit with a single number. The higher the number or score, the better your credit report.

#### The True Cost of Default

A poor credit rating costs you plenty. Compare the interest rate and monthly payments associated with a good credit rating to those with a bad rating.

Home Loan					
LOAN AMOUNT	TERM	1000000	INTEREST RATE	MONTHLY PAYMENT	TOTAL INTEREST PAID
\$200,000	30-year fixed	720-850	6.2%	\$1,225	\$240,978
\$200,000	30-year fixed	500-559	9.289%	\$1,651	\$394,362

	Bad credit costs this much more: \$153,384				
Car Loan					
LOAN AMOUNT		FICO SCORE	INTEREST RATE	MONTHLY PAYMENT	TOTAL INTEREST PAID
\$20,000	60-month	720-850	4.893%	\$376	\$2,587
\$20,000	60-month	500-589	17.950%	\$507	\$10,439
Bad credit costs this much more: \$7,852					

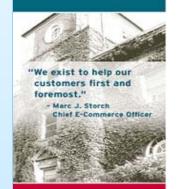
Information obtained from www.myfico.com based on national figures as of May 20, 2004. Please note that this is an example and lending practices and credit granting standards can



### **Default Aversion: Payment Option Wizard** www.glhec.org

Borrower logs in and wizard customizes prompts and questions based on borrower status, history, and age/type of loans.





### Trouble Making Payments? - FFELP Loans

There are several options available to you that may fit your situation and keep your payments current in the future. Great Lakes can help you identify the option that is best for you.

#### What happens if I don't remain current with my payments?

If you do not keep your loan payments in a current status, your loan will default. There are a number of negative consequences associated with the default of your student loan, including the following:

- · You may be required to pay your balance in full
- · Your federal tax refunds may be withheld
- Your wages may be garnished
- · Your default may be reported to national credit bureaus
- You may be charged a fee for collection costs
- · You may lose your eligibility for additional student loans

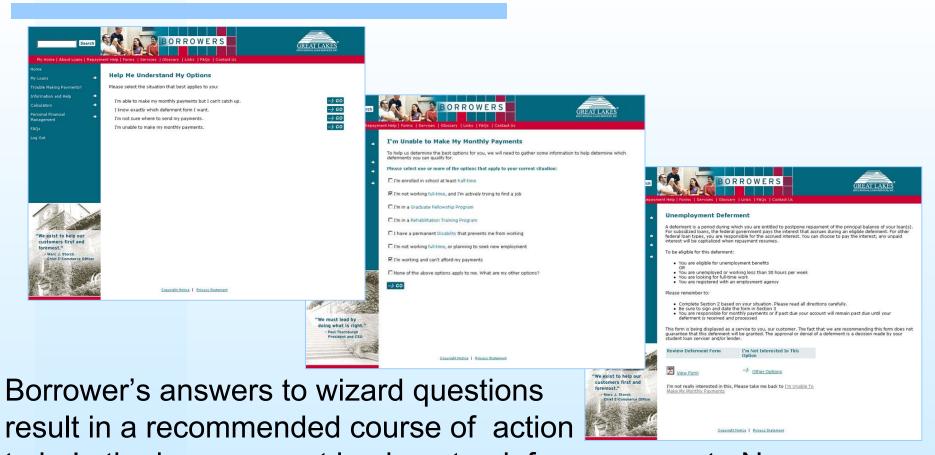
#### What options are available to help me remain or become current?

- . Payment arrangements. You can send the past due amount to your lender/servicer today. Please see your Payment Information page for address information on where to send your payments.
- . Graduated repayment. A graduated repayment schedule allows your monthly payment amount to increase over the repayment period. This option may allow you to temporarily lower your payments.
- Income-sensitive repayment. If your loan holder determines that your total monthly income is insufficient to allow you to make your monthly payment, you may qualify for an income-sensitive repayment schedule. If you qualify, you may be able to lower your monthly student loan payment.
- Deferment. Are you unemployed, experiencing financial hardship or have you returned to school? If so, you may be eligible for a deferment to temporarily suspend your payments. There are a number of additional conditions that may entitle you to a deferment. Please see the Help me understand my options section to explore this possibility.
- . Forbearance, If you are having trouble making payments and don't qualify for a deferment, you may qualify for a forbearance. A forbearance may also allow you to temporarily suspend your payments. Please see the Help me understand my options section to explore this possibility.
- . Consolidation. Do you have multiple Federal student loans? You can combine several types of Federal student loans into one, making it easier for you to keep track of when to make your payment and where you should send your payment. Consolidation may also lower your monthly payment amount by extending the repayment period. For more information about consolidation loans, please visit our consolidation information section,

Help Me Understand My Options



# **Default Aversion: Payment Option Wizard**



to help the borrower get back on track for repayment. Necessary forms are pre-populated.



### **Today's Presenters**

## We welcome your feedback and comments! Feel free to contact us:



Jennifer Douglas

Federal Student Aid

Tel: 202-377-3201

Email: jennifer.douglas@ed.gov



Russell Judd

Great Lakes Higher Education Corporation

Tel: 608-246-1500

Email: rjudd@glhec.org